



Behavioral Health Program Change Information for Providers

What is changing with Blue Cross and Blue Shield of Texas (BCBSTX) Behavioral Health Services?

Beginning June 1, 2020, BCBSTX will administer behavioral health benefits for our members enrolled in certain provider networks, replacing their current behavioral health administrator, Magellan Healthcare®.

HealthSelect of Texas® members will transition on Sept. 1, 2020.

Whom does this affect?

This affects Blue EssentialsSM HMO and Blue PremierSM provider network members who will transition effective June 1, 2020, and HealthSelect of Texas provider network members who will transition Sept. 1, 2020.

Magellan will continue to administer behavioral health benefits for members in Blue Advantage HMOSM and Blue Advantage PlusSM HMO; Blue Cross Medicare Advantage (HMO)SM; Medicaid STAR, CHIP and STAR Kids; and MyBlue HealthSM provider networks.

Why are we making this change?

We continue to strive for the best member experience by ensuring we provide the most appropriate level of care through improved case management and network access. Our goal is to facilitate the best member care by integrating the administration of medical and behavioral health benefits through BCBSTX.

How will this affect how I provide services?

BCBSTX will take over claims adjudication, network contracting, utilization management services including prior authorizations, provider inquiries and customer service from Magellan. More details on these specific processes will be provided on our provider website, bcbstx.com/provider, closer to the transition date.

If I've been asked to complete a contract to join the BCBSTX network, when is it due?

Please complete your contract to join the BCBSTX network as soon as possible. If you have questions about the contracting process, please reach out to your local network management representative. Contact information is available online at bcbstx.com/provider/contact_us.html in the Network Management Office location section.

How can I join the BCBSTX network?

If you would like information about joining the network, please contact your local network management representative. Details also are available online at bcbstx.com/provider/network/network_participation.html.

Providers who are not currently contracted with BCBSTX must complete the credentialing process, which may take up to 60 days or longer for completion.



Will member benefits change?

We do not expect member benefits to be affected by this change. However, providers should verify member eligibility and benefits prior to service. This will help you confirm coverage details and other important information, such as any prior authorization and pre-notification requirements.

If you or your patients have questions, please call the toll-free number on the back of the member's ID card.

Will members receive new ID cards?

Not all member ID cards will require an update. Members who do need an updated card will be mailed a replacement. Impacted HealthSelect members will receive an updated ID card prior to Sept. 1, 2020.

When will members be notified of this transition?

We will notify Blue Essentials and Blue Premier members before the transition date. We will notify HealthSelect of Texas members leading up to and through the open enrollment period. We will remind all members closer to their transition date.

HealthSelect of Texas members will receive additional communications approximately 60 days prior to their transition date if:

- Their provider is now out-of-network
- They have open prior authorizations
- They require transition of care – In these cases, the members may request an in-network exception to ensure continuity of care with their treatment. We will provide more information to these members before the transition.

Blue Essentials and Blue Premier members will receive any additional communications about 45 days before their transition date.

[bcbstx.com](https://www.bcbstx.com)

Blue Cross and Blue Shield of Texas will continue to contract with Magellan Healthcare® ("Magellan"), an independent company, until May 31, 2020, to administer behavioral health benefits for Blue EssentialsSM HMO and Blue PremierSM, and until Aug. 31, 2020, to administer behavioral health benefits for HealthSelect of TexasSM.

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